

# Service Area Plan

## Department of Social Services

### Resettlement Assistance (49102)

## Service Area Background Information

### Service Area Description

To promote refugee resettlement that leads to the earliest possible durable, economic self-sufficiency and social integration of refugees into Virginia's communities. This service area is funded by 100% federal dollars. The funding is directed toward job placement and job related services. Refugee resettlement service provider agencies are contracted by the Virginia Office of Newcomer Services (ONS) to provide these services directly to refugees.

### Service Area Alignment to Missio

Through the provision of services that emphasize the earliest possible durable economic self-sufficiency and social integration of refugees into Virginia's communities, this service area directly aligns with VSSS Strategic Plan Goal 1 to enhance the independence and well-being of its customers.

### Service Area Statutory Authority

Code of Federal Regulations 45 Public Welfare, Chapter IV, Parts 400 & 401. The federal Office of Refugee Resettlement gives the Governor or his designee the authority to delegate responsibility for the administration of the Virginia Refugee Resettlement Program to the State Refugee Coordinator.

### Service Area Customer Base

Customer(s)	Served	Potential
Asylees (potential unlimited)	212	0
Community Action Agencies (served unknown)	0	27
Cuban-Haitian entrants	187	400
Elderly Refugees	200	500
Employees	850	850
Faith Based Organizations	6	1
Federal agencies (potential unlimited)	3	0
General Public (served unknown; potential unlimited)	0	0
Local Departments of Social Services	32	88
Local Health Districts	20	35
Media (served unknown; potential unlimited)	0	0
Non-profits	2	3
Policy Makers (served unknown; potential unlimited)	0	0
Providers (served unknown; potential unlimited)	0	0
Refugees	1,240	3,000
Secondary migrants (potential unlimited)	1,054	0
State and local government (potential unlimited)	4	0
Unaccompanied alien children	5	10
Unaccompanied minors	64	90
Victims of Human Trafficking (potential unlimited)	12	0

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#### **Anticipated Changes In Service Area Customer Bas**

- The release of the 2005 Office of Newcomer Services Virginia Refugee Resettlement Program Request for Application for social services and targeted assistance funding may determine a change and/or expansion in service provider contracts.
- Based upon the 2004 Joint Legislative Audit and Review Commission (JLARC) report Acclimation of Virginia's Foreign-Born Population, it is foreseeable that this service area customer base could include the larger immigrant population of Virginia.

#### **Service Area Partners**

**Local Departments of Social Services**

**Local Health Districts**

**Refugee Resettlement Service Providers (sub-contractors)**

**Schools**

**State agencies**

#### **Service Area Products and Services**

- Refugee Elderly Assistance Program (REAP): interpretation & translation; health screenings and workshops; citizenship preparation; English language training; and employment training.
- Virginia Newcomer Information System (VNIS) and VNIS Users Group
- Technical assistance on policy & procedure
- Program monitoring and evaluation
- Strategic planning
- Community training for partner agencies
- Public Education and Awareness products and services
- Support of organizations serving communities
- Services to promote family stability
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Financial support for children
- Services that promote sufficiency
- Services to protect children

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#### Factors Impacting Service Area Products and Services

- A large percentage of recent refugee arrivals to the United States present new and difficult challenges to refugee resettlement service providers that ultimately impact the Virginia refugee resettlement program goal of early economic self-sufficiency. Among the challenges of the new arrivals are health issues, lack of job skills, and cultural differences that impact the refugees' ability to be job ready. These situations require revised services and products for the customer base.
- It is foreseeable that federal Office of Refugee Resettlement (ORR) funding could be reduced in fiscal year 2006.

#### Anticipated Changes To Service Area Products and Service

The Refugee Elderly Assistance Program funding will cease after federal fiscal year 2005, thereby eliminating specialized services to the elderly refugee population in Northern Virginia.

With the expected addition of one full-time classified staff this service area will increase public education and awareness products and services on refugee resettlement and challenges in Virginia.

The ONS policy consultant will increase technical assistance services and products on policy and procedures.

#### Service Area Financial Summary

Funding for Resettlement Assistance is 100% federally funded. The federal funds come from various federal grants for refugee and newcomer assistance.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$7,922,000	\$0	\$7,922,000
Changes To Base	\$0	\$0	\$0	\$0
<b>SERVICE AREA TOTAL</b>	<b>\$0</b>	<b>\$7,922,000</b>	<b>\$0</b>	<b>\$7,922,000</b>

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## **Service Area Objectives, Measures, and Strategies**

### **Objective 49102.01**

#### ***Place employable refugees in jobs at the earliest possible date***

Refugee resettlement's primary focus is effective resettlement through the earliest possible economic self-sufficiency.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
( This objective aligns with the (i) Code of Federal Regulations, Title 45, Part 400, subparts A & B and (ii) and the VDSS Strategic Plan, Goal 1. It also supports the Council on Virginia's Future long term objective to "Be a national leader in the preservation and enhancement of our economy.")

#### **This Objective Has The Following Measure(s):**

- **Measure 49102.01.01**

***Newly arrived refugees are employed after 90 days.***

**Measure Type:** Outcome      **Measure Frequency:** Quarterly

**Measure Baseline:** The Virginia refugee employment rate enrolled after 90 days is currently 80%.

**Measure Target:** Increase the refugee employment retention rate by 2% annually.

**Measure Source and Calculation:**

Refugee resettlement case managers will document in the Virginia Newcomer Information System (VNIS) initial employment information and wage information for each refugee. VNIS will aggregate this information for each resettlement provider and calculate employment rates.

#### **Objective 49102.01 Has the Following Strategies:**

- Review resettlement providers' contract performance quarterly and annually, including data reviews and case file reviews.
- Intervene in local refugee resettlement activities when performance outcomes do not meet established performance goals.
- Promote and disseminate best practices in employment services.

### **Objective 49102.02**

#### ***Match refugees with vocational and skills training that leads to job upgrades***

Attaining durable self-sufficiency requires that refugees be given opportunities for vocational, career, and job enhancement.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
( This objective aligns with the (i) Code of Federal Regulations, Title 45, Part 400, subparts A & B and (ii) and the VDSS Strategic Plan, Goal 1. It also supports the Council on Virginia's Future long term objective to "Be a national leader in the preservation and enhancement of our economy.")

#### **This Objective Has The Following Measure(s):**

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- **Measure 49102.02.01**

*Ten percent of refugees already employed will obtain a wage increase.*

**Measure Type:** Outcome

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Refugee resettlement case managers will document in the Virginia Newcomer Information System (VNIS) employment retention information and wage increases for each refugee. VNIS will aggregate this information for each resettlement provider and calculate retention rates and wage rates.

**Objective 49102.02 Has the Following Strategies:**

- Establish measurable performance outcome requirements in each contract with providers of refugee resettlement services.
- Review resettlement providers' contract performance quarterly and annually, including data reviews and case file reviews.
- Promote and disseminate best practices in vocational training, skills enhancement training, and job recruitment strategies.

**Objective 49102.03**

***Ensure work eligible refugees will learn English concurrent with employment activities and job training***

Attaining durable self-sufficiency requires that refugees master basic English reading, writing, and speaking skills.

**This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
( This objective aligns with the (i) Code of Federal Regulations, Title 45, Part 400, subparts A & B and (ii) and the VDSS Strategic Plan, Goal 1. It also supports the Council on Virginia's Future long term objective to "Be a national leader in the preservation and enhancement of our economy.")

**This Objective Has The Following Measure(s):**

- **Measure 49102.03.01**

*Individuals successfully completing English language training*

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Refugee resettlement case managers will document in the Virginia Newcomer Information System (VNIS) English language training activities and outcomes for each refugee. VNIS will aggregate this information for each resettlement provider and calculate retention rates and wage rates. Refugee resettlement service providers will document English language training activity development and collaboration with community resources in narrative quarterly reports.

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#### **Objective 49102.03 Has the Following Strategies:**

- ONS will monitor refugee resettlement providers' use of Virginia's comprehensive resettlement plan which is a roadmap from initial arrival to employment.
- Review of quarterly narrative reports of project activities and issues. Review of client files to monitor development and implementation of the comprehensive resettlement plan to guide the refugee in reaching self-sufficiency.
- Promote and disseminate best practices in vocational training, skills enhancement training activities and classes.

#### **Objective 49102.04**

##### ***Provide a continuum of resettlement services that lead to U.S. citizenship***

Effective refugee resettlement necessitates social integration into the life of their community.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
( This objective aligns with the (i) Code of Federal Regulations, Title 45, Part 400, subparts A & B and (ii) and the VDSS Strategic Plan, Goal 1. It also supports the Council on Virginia's Future long term objective to "Be a national leader in the preservation and enhancement of our economy")

#### **This Objective Has The Following Measure(s):**

- **Measure 49102.04.01**

***Percentage of refugees enrolled in citizenship classes and/or civic engagement activities within two years of arrival.***

**Measure Type:** Outcome

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Refugee resettlement service providers will document citizenship and civic engagement activities in narrative of quarterly reports. Office of Newcomer Services staff will aggregate this information for each resettlement provider and calculate rates of civic engagement and citizenship participation.

#### **Objective 49102.04 Has the Following Strategies:**

- ONS will monitor refugee resettlement providers' use of Virginia's comprehensive resettlement plan for refugees, which is a roadmap from initial arrival to employment.
- Review of quarterly narrative reports of project activities and issues. Review of client files to monitor development and implementation of the comprehensive resettlement plan to guide the refugee in reaching self-sufficiency.
- Promote and disseminate citizenship and civic engagement activities and opportunities.